

## Device System Transactions

System transactions are those transactions that pertain to the Point of Service (POS) device itself, rather than to recipients. System transactions allow you to download and activate new versions of POS device software, reset your password or the date/time, and configure and customize certain parameters of your device, such as the content that prints on receipt headers and footers.

The following transactions comprise the suite of System transactions. Next to each transaction name is the page number in this guide on which the instructions for that transaction begin.

- Help (page 2)
- Connectivity Test (page 6)
- Password Reset (page 9)
- Date/Time (page 12)
- Download (page 14)
- Parameter Update (page 18)
- Device Setup (page 22)

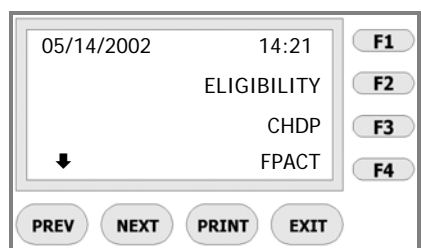
If you have questions regarding the operation of the POS device, call the Telephone Service Center (TSC) at 1-800-541-5555 and select the option for POS/Internet inquiries.

### Beginning a Transaction

Use the following three steps to begin any System transaction on the POS device.

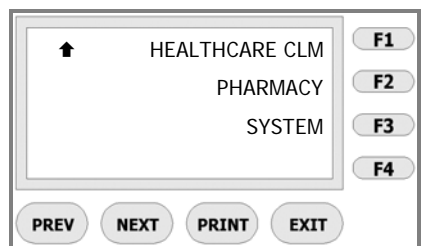


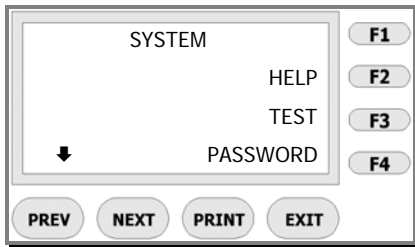
1. The first screen on the POS device is the Welcome screen. You can either swipe a Benefits Identification Card (BIC) through the card reader or press any key to get started.



2. After swiping a BIC or pressing any key, the Main Menu screen displays. Press the Function (F) key corresponding to SYSTEM.

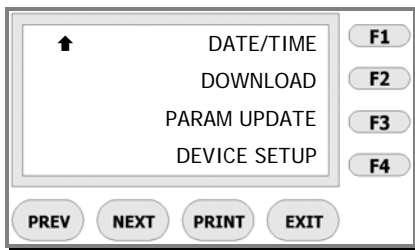
If the SYSTEM option is not displayed and you see the (↓) character on the screen, press <NEXT> until the SYSTEM option displays, then press the corresponding F-key. In this example, press <F3>.





### 3. System Menu

After selecting SYSTEM in step 2, the System Menu displays. Select a transaction by pressing the corresponding F-key. Press <NEXT> or <PREV> to scroll through the complete list of transactions.

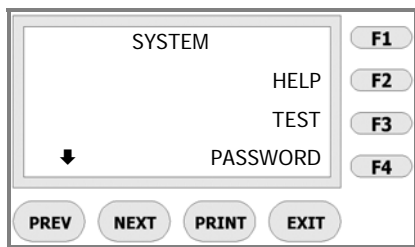


## Help Transaction

The Help transaction provides two types of help:

- CA-MMIS Help – Every field of every transaction available on the POS device is assigned a number, referred to as a California Medicaid Management Information System (CA-MMIS) element number. The CA-MMIS Help transaction allows you to look up a description of a field by its element number. The device prompts you to enter and submit the field's element number, and a description of the field is returned to your device screen. The *CA-MMIS Element Numbers* section of the *POS Device User Guide* contains a comprehensive listing of all fields and element numbers.
- Online Help – You can also access help while you are in the process of completing the fields of any transaction, including any Systems transaction. In most fields, pressing <F1> returns a description of the current field.

## CA-MMIS Help



### 1. System Menu

Select HELP from the System Menu by pressing the corresponding F-key. In this example, press <F2>.

HELP

ENTER SHORTCUT KEY:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 2. Shortcut Key

The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

To activate the shortcut key feature, refer to “Device Setup Transaction” on page 22.

HELP

SERVICE PROVIDER  
NUMBER:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 3. Service Provider Number

If you entered a shortcut key in the previous step, this screen will automatically display your service provider number. Press <ENTER> to accept the displayed value.

Otherwise, type your service provider number and press <ENTER>.

HELP

PASSWORD:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 4. Password

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your password and press <ENTER>. For security purposes, the screen displays asterisks instead of your password.

HELP

CA-MMIS #:

PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 5. CA-MMIS Element Number

The POS device will prompt you to enter the CA-MMIS element number of the field about which you are inquiring. Type the CA-MMIS element number and press <ENTER>.

Refer to the *CA-MMIS Element Numbers* section of the *POS Device User Guide* for a comprehensive listing of all fields and element numbers.

HELP

SEND  
RE-EDIT

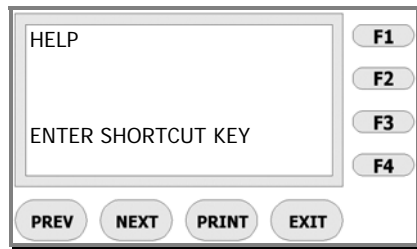
PREV NEXT PRINT EXIT

F1 F2 F3 F4

## 6. Send/Re-Edit Screen

The Send/Re-Edit screen displays. Options are as follows:

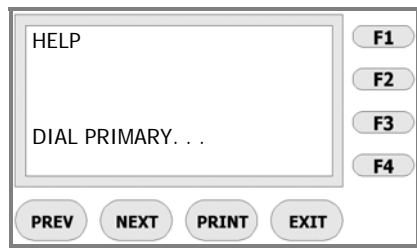
- Press <F1> (SEND) to submit your Help transaction. Continue at step 8.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 7.



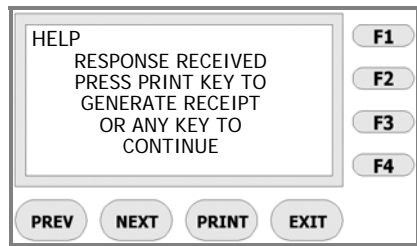
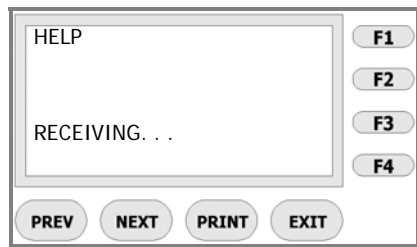
7. If you pressed <F2> (RE-EDIT) in step 6, the POS device will display the first screen of your CA-MMIS Help transaction, the Shortcut Key screen. You can scroll through the screens by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.



8. After you press <F1> (SEND), several screens display, including the screens at left, while the transaction is processing.



9. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response from the Medi-Cal system.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.

10. The screen displays a description pertaining to the CA-MMIS element number entered. In this example screen, a description for CA-MMIS element number 1406 (Hospitalization From Date) displays.

## Online Help

1. You can press <F1> in most screens of any transaction, including any Systems transaction, to activate the Online Help function. This generates a Help transaction for that field. After a few moments, a description of the field is returned to your screen (refer to step 3).

In this example, a description is being sought for the *Subscriber Birth Date* field of the 837 Professional Claim transaction.

**Note:** Online Help is not available in the Send/Re-Edit screen of any transaction. Pressing <F1> in any Send/Re-Edit screen submits the transaction for processing.

2. After you press <F1>, several screens display, including the screens at left, while the transaction is processing.

- After a few moments, a description of the field displays. You can print the description by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard. Press <ENTER> to return to your incomplete transaction.

In this example, the description returned pertains to the *Subscriber Birth Date* field of the 837 Professional Claim transaction.

## Connectivity Test Transaction

The Connectivity Test transaction serves two purposes:

- It activates the appropriate POS device transaction software, which varies depending on the provider type.
- It enables providers to advise EDS electronically that they have received and are using the POS device.

- Select TEST from the System Menu by pressing the corresponding F-key. In this example, press <F3>.

- Shortcut Key

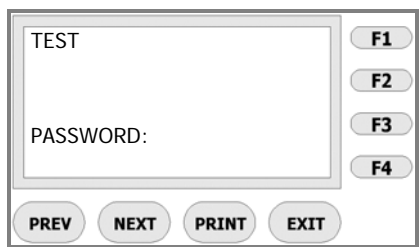
The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

To activate the shortcut key feature, refer to "Device Setup Transaction" on page 22.

- Service Provider Number

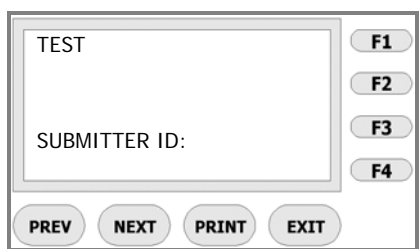
If you entered a shortcut key in the previous step, this screen will automatically display your service provider number. Press <ENTER> to accept the displayed value.

Otherwise, type your service provider number and press <ENTER>.



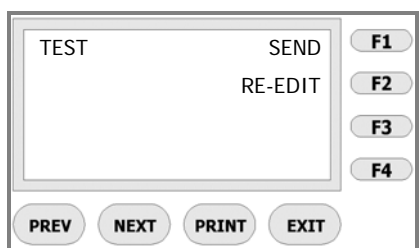
#### 4. Password

The POS device will prompt you to enter your password, which is your Provider Identification Number (PIN). Type your password and press <ENTER>. For security purposes, the screen displays asterisks instead of your password.



#### 5. Submitter ID

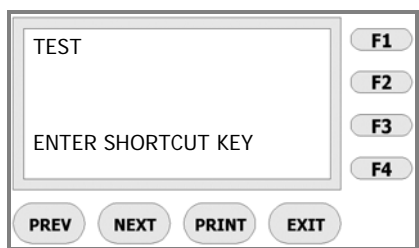
The POS device will prompt you to enter your submitter ID. Type your submitter ID and press <ENTER>.



#### 6. Send/Re-Edit Screen

The Send/Re-Edit screen displays. Options are as follows:

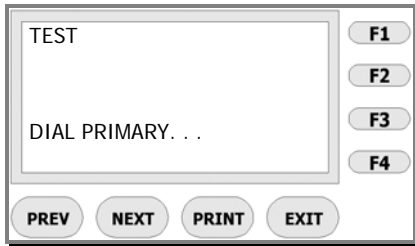
- Press <F1> (SEND) to submit your Test transaction. Continue at step 8.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 7.



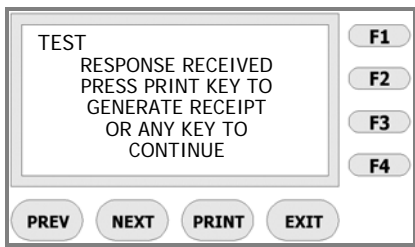
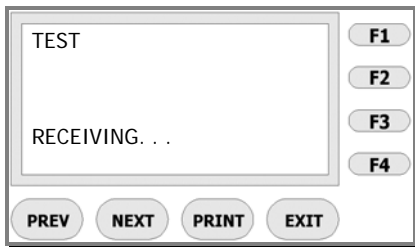
#### 7. If you pressed <F2> (RE-EDIT) in step 6, the POS device will display the first screen of your Test transaction, the Shortcut Key screen. You can scroll through the screens by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

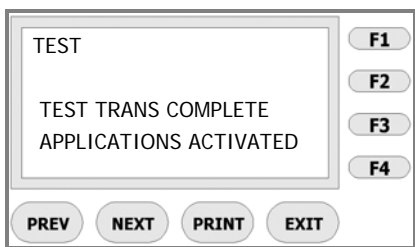


8. After you press <F1> (SEND), several screens display, including the screens at left, while the transaction is processing.



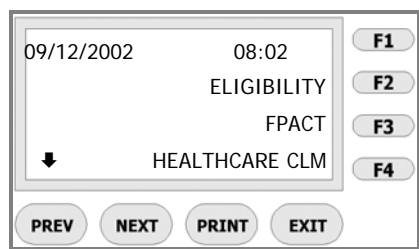
9. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response from the Medi-Cal system.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.

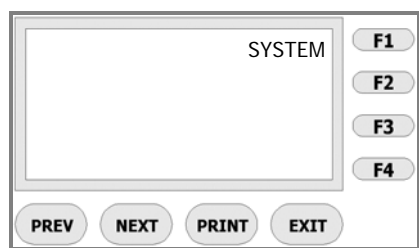


10. You can scroll through the response using the <NEXT> and <PREV> keys. After viewing the final screen of the response, press <ENTER> to view any provider mail.





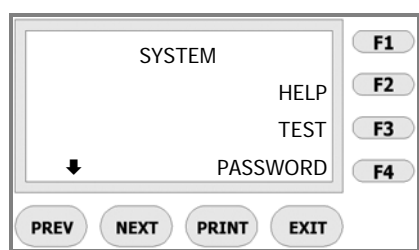
11. Upon successful completion of the Test transaction, press <CANCEL> to return to the Main Menu screen, which displays the transactions activated on your device.



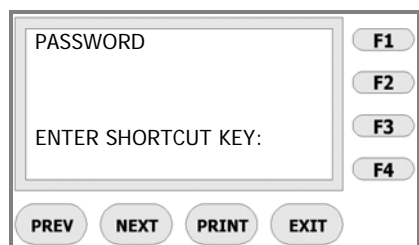
### Password Reset Transaction

The Password Reset transaction resets your POS device password in the event you wish to change your password or you cannot recall your password. This password is required to perform all POS device transactions.

To perform a Password Reset transaction, you first need to obtain a “dummy” password, which is referred to as “security information.” You can obtain this dummy password by calling the TSC 1-800-541-5555 and selecting the option for POS/Internet inquiries. Each time you call the TSC for the password, the password will change.



1. Select PASSWORD from the System Menu by pressing the corresponding F-key. In this example, press <F4>.



2. Shortcut Key

The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

To activate the shortcut key feature, refer to “Device Setup Transaction” on page 22.

## device system

# 10

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PASSWORD

SERVICE PROVIDER  
NUMBER:

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

### 3. Service Provider Number

If you entered a shortcut key in the previous step, this screen will automatically display your service provider number. Press <ENTER> to accept the displayed value.

Otherwise, type your service provider number and press <ENTER>.

PASSWORD

SERVICE PROVIDER  
SECURITY INFORMATION:

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

### 4. Service Provider Security Information

The POS device will prompt you to enter your security information (the dummy password obtained by calling the TSC). Enter the security information obtained from the TSC and press <ENTER>.

PASSWORD

SEND  
RE-EDIT

F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

### 5. Send/Re-Edit Screen

The Send/Re-Edit screen displays. Options are as follows:

- Press <F1> (SEND) to submit your Password Reset transaction. Continue at step 7.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 6.

PASSWORD

ENTER SHORTCUT KEY

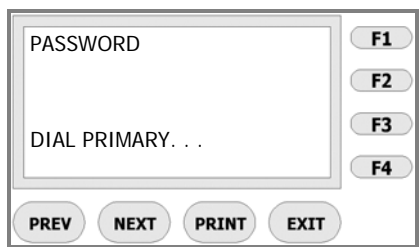
F1  
F2  
F3  
F4

PREV NEXT PRINT EXIT

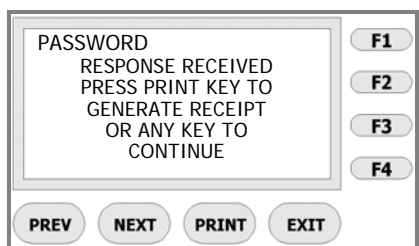
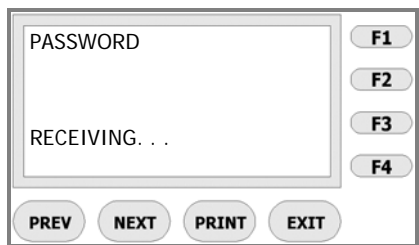
### 6. If you pressed <F2> (RE-EDIT) in step 5, the POS device will display the first screen of your Password Reset transaction, the Shortcut Key screen. You can scroll through the screens by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

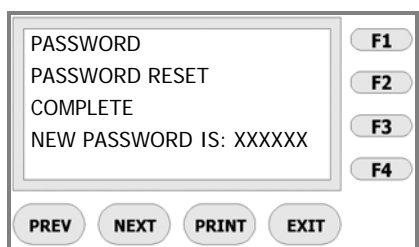


7. After you press <F1> (SEND), several screens display, including the screens at left, while the transaction is processing.



8. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response from the Medi-Cal system.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



9. You can scroll through the response using the <NEXT> and <PREV> keys. The response includes your new POS device password.

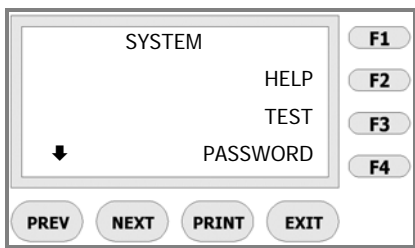
After viewing the final screen of your response, press <ENTER> to view any provider mail.

**Note:** If you misplace this new password, you must perform another Password Reset transaction.

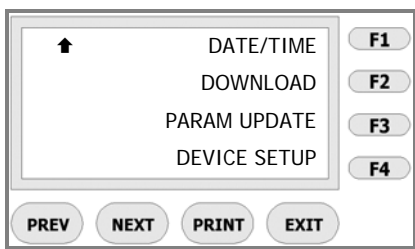
## Date/Time Transaction

The Date/Time transaction resets the date and time on the POS device to the current California date and time so the operator does not need to initiate any software maintenance for this function

An unsuccessful transaction can be the result of a number of issues; for example, an invalid provider number or password/PIN, the system is currently not available or the software on the POS device is no longer valid (which will require an immediate software upgrade).



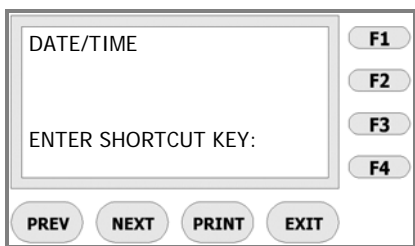
1. Select DATE/TIME from the System Menu by pressing the corresponding F-key. If the DATE/TIME option is not displayed and you see the (↓) character on the screen, press <NEXT> until the DATE/TIME option displays, then press its corresponding F-key. In this example, press <F1>.



2. Shortcut Key

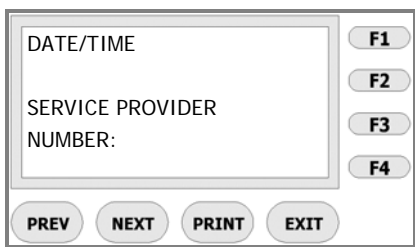
The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

To activate the shortcut key feature, refer to "Device Setup Transaction" on page 22.



3. Service Provider Number

If you entered a shortcut key in the previous step, this screen will automatically display your service provider number. Press <ENTER> to accept the displayed value. Otherwise, type your service provider number and press <ENTER>.



#### 4. Password

The POS device will prompt you to enter your password. Enter the password supplied by the TSC and press <ENTER>.

#### 5. Send/Re-Edit Screen

The Send/Re-Edit screen displays. Options are as follows:

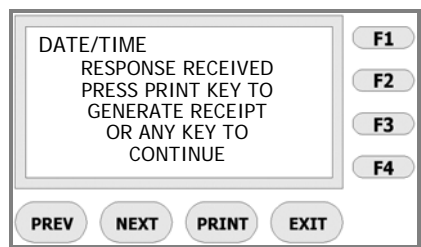
- Press <F1> (SEND) to submit your Date/Time transaction. Continue at step 7.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 6.

#### 6. If you pressed <F2> (RE-EDIT) in step 5, the POS device will display the first screen of your Date/Time transaction, the Shortcut Key screen. You can scroll through the screens by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

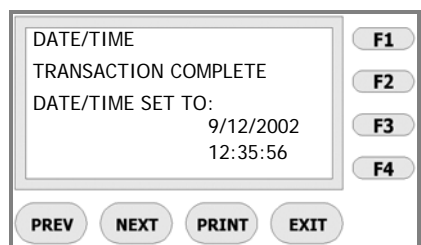
Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.

#### 7. After you press <F1> (SEND), several screens display, including the screens at left, while the transaction is processing.



8. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response from the Medi-Cal system.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



9. You can scroll through the response using the <NEXT> and <PREV> keys. The response will indicate the current California date and time.

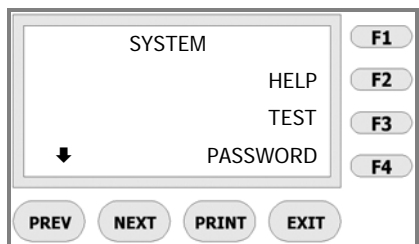
After viewing the final screen of your response, press <ENTER> to view any provider mail.

## Download Transaction

The Download transaction upgrades the software on the POS device to the most current version. There are two types of download transactions, and each notifies providers that a software upgrade is available in different ways, as follows:

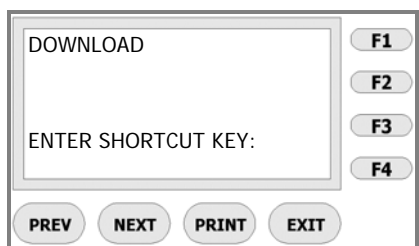
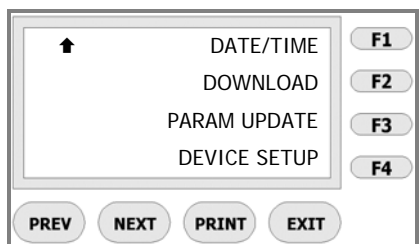
- Immediate Upgrade – This type of Download transaction is provider-initiated. If an immediate software upgrade is required, any transaction currently in process will not be accepted by the Medi-Cal system when it is submitted. The device instead returns a message indicating that an immediate software upgrade is required before the transaction can be processed. The device switches to System mode, and you must perform a Download transaction (and a Connectivity Test transaction to activate the software) before proceeding with further transactions.
- Scheduled Upgrade – This type of Download transaction occurs automatically. With scheduled upgrades, your POS device automatically connects to the POS server at a scheduled time and downloads the latest software version. You are allowed to continue with any transaction currently in progress. The transaction response includes a provider mail message indicating the time for the scheduled upgrade (usually between 5 p.m. and 8 a.m.). You must leave your device turned on to receive a scheduled upgrade. After a scheduled upgrade has been downloaded, you must perform a Connectivity Test transaction to activate the software.

## Immediate Upgrade



### 1. System Menu

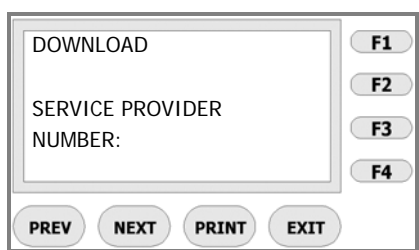
Select DOWNLOAD from the System Menu by pressing the corresponding function <F> key. If the DOWNLOAD option is not displayed and you see the (↓) character on the screen, press <NEXT> until the DOWNLOAD option displays, then press its corresponding F-key. In this example, press <F2>.



### 2. Shortcut Key

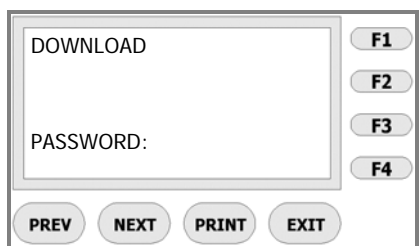
The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

To activate the shortcut key feature, refer to "Device Setup Transaction" on page 22.



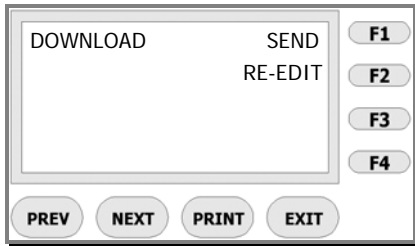
### 3. Service Provider Number

If you entered a shortcut key in the previous step, this screen will automatically display your service provider number. Press <ENTER> to accept the displayed value. Otherwise, type your service provider number and press <ENTER>.



### 4. Password

Type the security password supplied by the TSC and press <ENTER>.



5. Send/Re-Edit Screen

The Send/Re-Edit screen displays. Options are as follows:

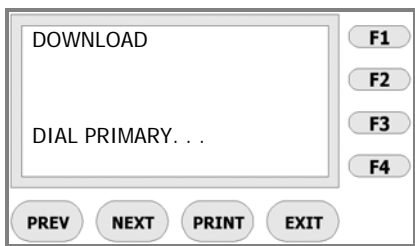
- Press <F1> (SEND) to submit your Download transaction. Continue at step 7.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 6.



6. If you pressed <F2> (RE-EDIT) in step 5, the POS device will display the first screen of your Download transaction, the Shortcut Key screen. You can scroll through the screens by pressing <NEXT> and <PREV>.

To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

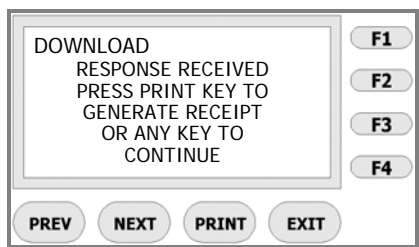
Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.



7. After you press <F1> (SEND), several screens display, including the screens at left, while the transaction is processing.

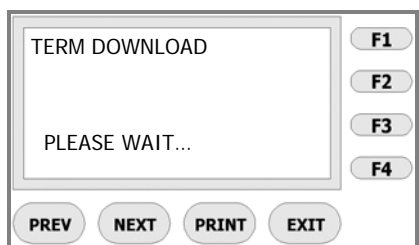






8. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response from the Medi-Cal system.

When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



9. The device begins the download process. As the download progresses, the dashes (–) change to asterisks (\*).

The download process may take up to 12 minutes, depending on how much new software is being downloaded.

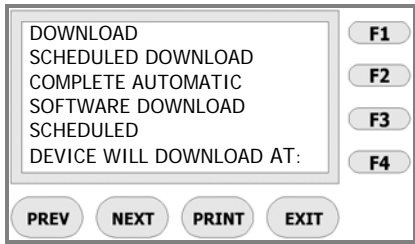


10. The welcome screen displays when the transmission is complete.

**Note:** After the download, you must perform a Connectivity Test transaction to activate the software. Refer to “Connectivity Test Transaction” on page 6.



## Scheduled Upgrade



1. After a scheduled upgrade, a screen displays indicating the download is complete.



2. The welcome screen displays when the transmission is complete.

**Note:** After the download, you must perform a Connectivity Test transaction to activate the software. Refer to "Connectivity Test Transaction" on page 6.

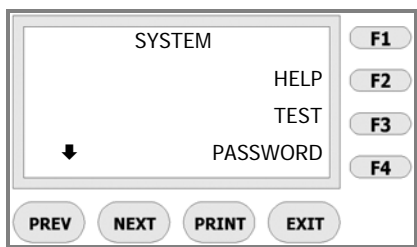
## Parameter Update

The Parameter Update transaction is used to change values within the device when errors occur with the following:

- Primary telephone number
- Secondary telephone number
- Modem speed
- Date format
- Receipt header and footer

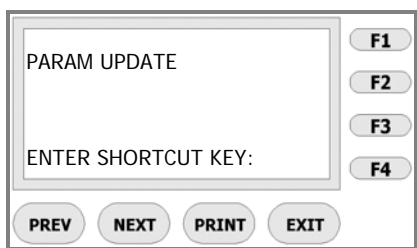
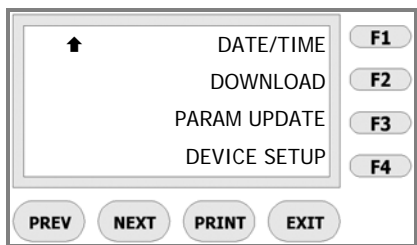
These values can only be changed in your POS device under the direction of a TSC operator.

Refer to the *Troubleshooting* section of the *POS Device User Guide* for error descriptions and solutions. If you cannot locate an error description or do not understand an error message, call the TSC at 1-800-541-5555 and select the option for POS/Internet inquiries. The operator may instruct you to perform a Parameter Update transaction.



#### 1. System Menu

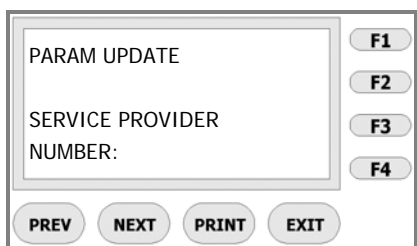
Select PARAM UPDATE from the System Menu by pressing the corresponding function <F> key. If the PARAM UPDATE option is not displayed and you see the (↓) character on the screen, press <NEXT> until the PARAM UPDATE option displays, then press its corresponding F-key. In this example, press <F3>.



#### 2. Shortcut Key

The POS device will prompt you to enter your shortcut key. If you have activated this feature, type your shortcut key and press <ENTER>. Otherwise, press <ENTER> to bypass this screen.

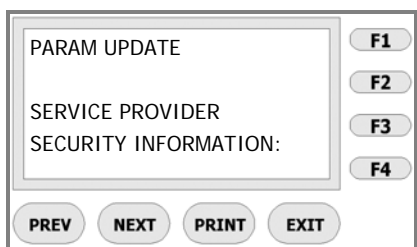
To activate the shortcut key feature, refer to "Device Setup Transaction" on page 22.



#### 3. Service Provider Number

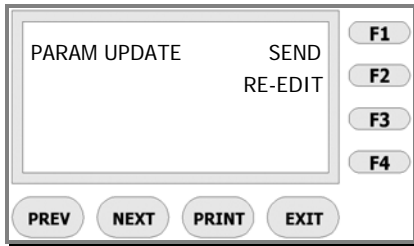
If you entered a shortcut key in the previous step, this screen will automatically display your service provider number. Press <ENTER> to accept the displayed value.

Otherwise, type your service provider number and press <ENTER>.



#### 4. Service Provider Security Information

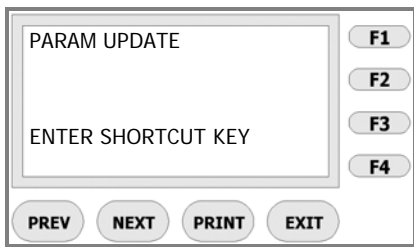
The POS device will prompt you to enter your service provider security information. Enter the security information supplied by the TSC and press <ENTER>.



5. Send/Re-Edit Screen

The Send/Re-Edit screen displays. Options are as follows:

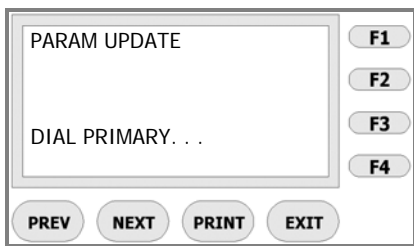
- Press <F1> (SEND) to submit your Param Update transaction. Continue at step 7.
- Press <F2> (RE-EDIT) to edit your entries. Continue at step 6.



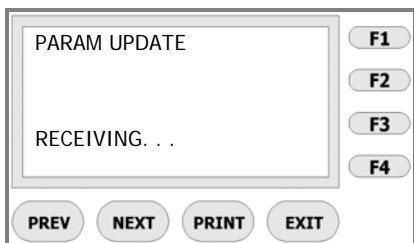
6. If you pressed <F2> (RE-EDIT) in step 5, the POS device will display the first screen of your Param Update transaction, the Shortcut Key screen. You can scroll through the screens by pressing <NEXT> and <PREV>.

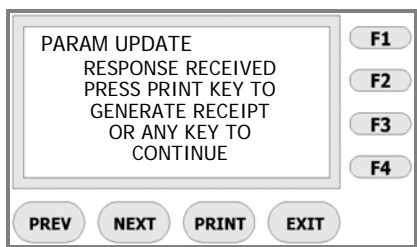
To replace an entry, type in a new entry and press <ENTER>. The new entry replaces the previous entry. To change characters in an entry, press <BACKSPACE> until you delete the incorrect character. Re-type the entry from that character forward.

Once all entries have been verified and are correct, you can return to the Send/Re-Edit screen by pressing <EXIT> or by continuing to press <NEXT> or <ENTER> until the Send/Re-Edit screen again displays. Press <F1> (SEND) to submit the transaction.



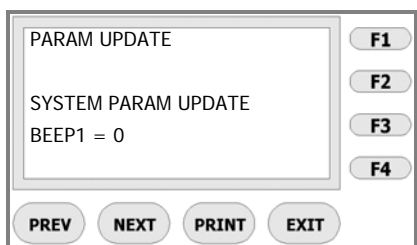
7. After you press <F1> (SEND), several screens display, including the screens at left, while the transaction is processing.



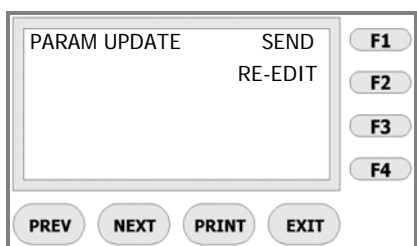


8. Shortly after submitting the transaction, the POS device will display a message indicating that it has received a response from the Medi-Cal system.

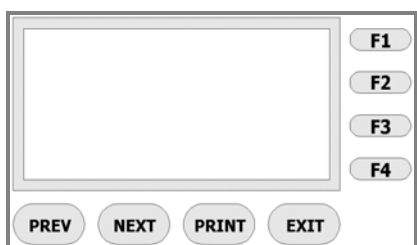
When the POS device indicates it has received a response, you can press any key to view the response. You can print the response by pressing <PRINT> on the keypad or <F7> or <PrtSc> on the keyboard.



9. You can use the <NEXT> and <PREV> keys to scroll through the response, which indicates the specific parameter that was updated.



10. Press <EXIT> or <CANCEL> to begin the parameter update process on your POS device.



11. The screen goes blank while the device updates the parameter and reboots itself. The Welcome screen displays when the parameter update process is complete.



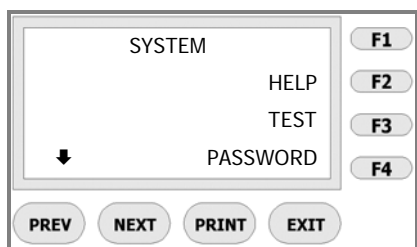
### Device Setup Transaction

The Device Setup transaction allows you to customize your POS device. Providers can access the following options within the Device Setup transaction:

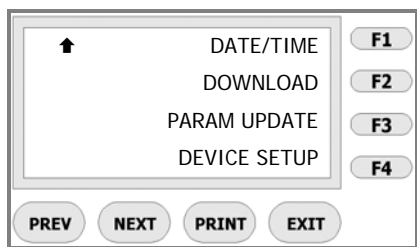
- ABOUT – Displays information about your device.
- PROVIDER – Allows you to customize your POS device. For example, you can add your own content to the receipt header and footer, which will print on every receipt. You can also add up to 10 provider numbers and set up shortcut keys for specific provider numbers to reduce keying errors (refer to “Edit Shortcut Number” later in this section to set up shortcut keys).
- TERMINAL – Allows you to setup a Private Automatic Branch Exchange (PABX) code.

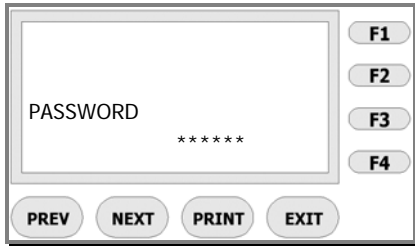
The Device Setup transaction includes the following additional options. However, using these options requires assistance from a TSC operator. Do not select these options unless instructed to do so by a TSC operator.

- Comm
- Download
- Printer
- Suite
- Date/Time
- Demo
- Passwords
- Reserved



1. Select DEVICE SETUP from the System Menu by pressing the corresponding F-key. If the DEVICE SETUP option is not displayed and you see the (↓) character on the screen, press <NEXT> until the DEVICE SETUP option displays, then press its corresponding F-key. In this example, press <F4>.

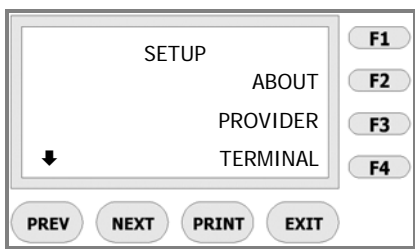




## 2. Password

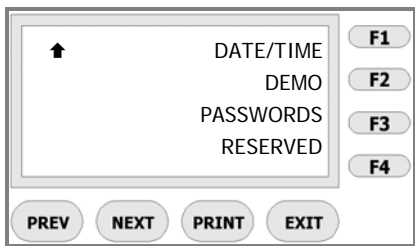
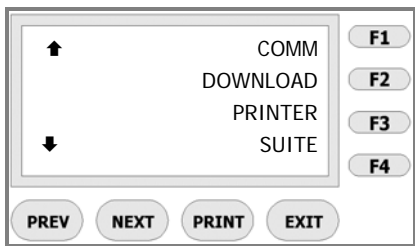
The POS device prompts you to enter your password. Enter your password and press <ENTER>. If you have not changed the password, the default password is six zeros ("000000").

The screen displays asterisks instead of your password for security purposes.



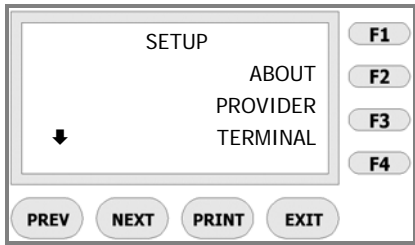
## 3. Device Setup Menu

The Device Setup Menu displays. Select a transaction by pressing the corresponding F-key. Press <NEXT> to scroll through the full list. Press <PREV> to return to the top of the list



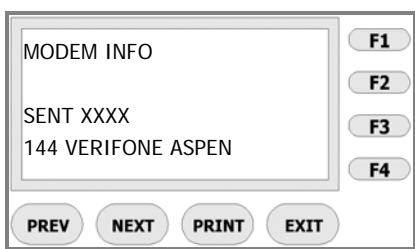
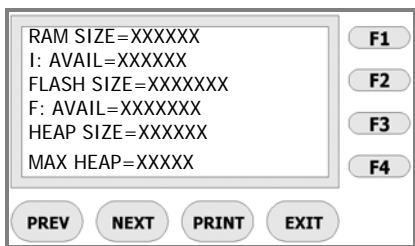
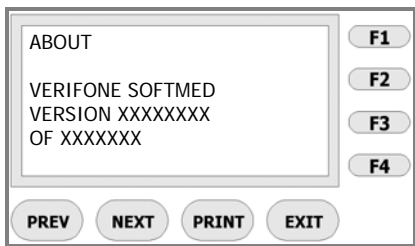
### The “About” Option

The “About” option displays information about your device.



1. Select ABOUT from the Device Setup Menu by pressing the corresponding F-key. In this example, press <F2>.

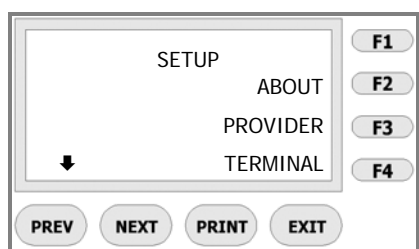
Press <NEXT> to scroll through the “About” information. Press <CANCEL> to return to the Device Setup Menu.



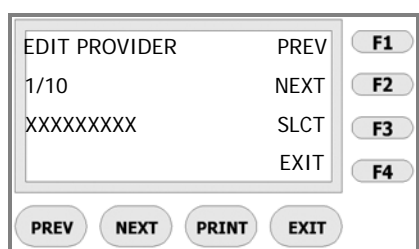


## The “Provider” Option

The “Provider” option allows you to customize your POS device. For example, you can add your own content to the receipt header and footer, which will print on every receipt. You can also add up to 10 provider numbers and set up shortcut keys for specific provider numbers to reduce keying errors (refer to “Edit Shortcut Number” later in this section to set up shortcut keys).



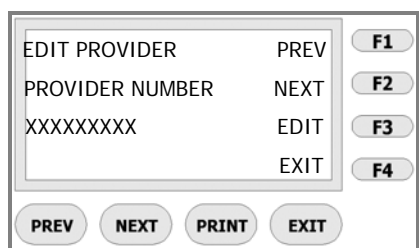
1. Select PROVIDER from the Device Setup Menu by pressing the corresponding F-key. In this example, press <F3>.



2. Edit Provider

The Main Provider screen displays the first provider number record available for editing. You can use the <PREV> and <NEXT> keys to scroll through the complete list of available provider numbers. The SLCT option selects the provider number record you wish to edit. The EXIT option returns you to the Device Setup Menu.

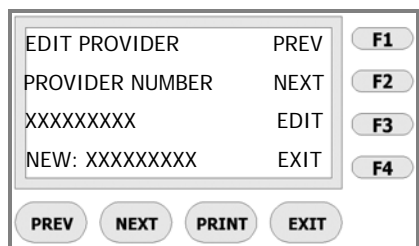
Scroll through the provider numbers until you find the one you wish to edit, then press the F-key corresponding to SLCT.



3. The provider number record you selected displays. To edit the record, press the F-key corresponding to EDIT.

You can edit the following for a provider number record:

- Provider number
- Header and footer information
- Shortcut key (edit and/or initial setup)



4. Edit Provider Number

To update the provider number record, enter the new provider number and press <ENTER>.

EDIT PROVIDER	PREV	F1
PROVIDER NUMBER	NEXT	F2
XXXXXXXXXX	EDIT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

5. The provider number you entered displays. Press the F-key corresponding to EXIT, and the device will prompt you to save your changes.

EDIT PROVIDER	CNCL	F1
SAVE CHANGES	OK	F2
		F3
		F4

PREV NEXT PRINT EXIT

6. Press the F-key corresponding to OK to save your changes. Press the F-key corresponding to CNCL to cancel your changes.

EDIT PROVIDER	PREV	F1
1/10	NEXT	F2
XXXXXXXXXX	EDIT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

7. The OK option returns you to the main Edit Provider screen. From this screen, you can perform other functions to customize your POS device.

EDIT PROVIDER	PREV	F1
HEADER 1	NEXT	F2
	EDIT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

8. Edit Header # 1 and # 6

The "Edit Header" option allows you to update the header information for the provider number record.

Press the F-key corresponding to EDIT to display the edit screen. Type the new header information and press <ENTER>.

Refer to the *Sample Print Receipts* section of the *POS Device User Guide* for an example of customized header information.

EDIT PROVIDER	PREV	F1
HEADER1	NEXT	F2
OHNSON HEADER	EDIT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

9. The header information that you entered displays. Press the F-key corresponding to EXIT, and the device will prompt you to save your changes.

EDIT PROVIDER	CNCL	F1
SAVE CHANGES	OK	F2
		F3
		F4

PREV NEXT PRINT EXIT

10. Press the F-key corresponding to OK to save your changes. Press the F-key corresponding to CNCL to cancel your changes.

EDIT PROVIDER	PREV	F1
1/10	NEXT	F2
XXXXXXXXX	EDIT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

11. The OK option returns you to the main Edit Provider screen. From this screen, you can perform other functions to customize your POS device.

EDIT PROVIDER	PREV	F1
FOOTER 4	NEXT	F2
	EDIT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

12. Edit Footer

The “Edit Footer” option allows you to update the footer information for the provider number record.

Press the F-key corresponding to EDIT to display the edit screen. Type the new footer information and press <ENTER>.

Refer to the *Sample Print Receipts* section of the *POS Device User Guide* for an example of customized footer information.

EDIT PROVIDER	PREV	F1
JOHNSON FOOTER	NEXT	F2
	EDIT	F3
	EXIT	F4
PREV NEXT PRINT EXIT		

13. The footer information that you entered displays. Press the F-key corresponding to EXIT, and the device will prompt you to save your changes.

EDIT PROVIDER	CNCL	F1
SAVE CHANGES	OK	F2
		F3
		F4
PREV NEXT PRINT EXIT		

14. Press the F-key corresponding to OK to save your changes. Press the F-key corresponding to CNCL to cancel your changes.

EDIT PROVIDER	PREV	F1
1/10	NEXT	F2
XXXXXXXX	EDIT	F3
	EXIT	F4
PREV NEXT PRINT EXIT		

15. The OK option returns you to the main Edit Provider screen. From this screen, you can perform other functions to customize your POS device.

EDIT PROVIDER	PREV	F1
SHORTCUT NUMBER	NEXT	F2
XX	EDIT	F3
NEW XX	EXIT	F4
PREV NEXT PRINT EXIT		

16. Edit Shortcut Number

The "Edit Shortcut Number" option allows you to assign a two-digit number to the provider number record. This can help minimize keying errors.

Press the F-key corresponding to EDIT to display the edit screen. Type the shortcut number and press <ENTER>.

EDIT PROVIDER	PREV	F1
SHORTCUT NUMBER	NEXT	F2
XX	EDIT	F3
NEW:	EXIT	F4
<div> <div>PREV</div> <div>NEXT</div> <div>PRINT</div> <div>EXIT</div> </div>		

17. The shortcut number that you entered displays. Press the F-key corresponding to EXIT, and the device will prompt you to save your changes.

EDIT PROVIDER	CNCL	F1
SAVE CHANGES	OK	F2
		F3
		F4
<div> <div>PREV</div> <div>NEXT</div> <div>PRINT</div> <div>EXIT</div> </div>		

18. Press the F-key corresponding to OK to save your changes. Press the F-key corresponding to CNCL to cancel your changes.

EDIT PROVIDER	PREV	F1
1/10	NEXT	F2
XXXXXXXXX	EDIT	F3
	EXIT	F4
<div> <div>PREV</div> <div>NEXT</div> <div>PRINT</div> <div>EXIT</div> </div>		

19. The OK option returns you to the main Edit Provider screen.

## device system

### 30

#### The "Terminal" Option

The "Terminal" option allows you to set up a Private Automatic Branch Exchange (PABX) code.

**Note:** The Device Setup Menu contains additional options below the Terminal option. Do not select these options unless instructed to do so by a TSC operator.

SETUP	F1
ABOUT	F2
PROVIDER	F3
↓ TERMINAL	F4
PREV NEXT PRINT EXIT	

1. Select TERMINAL from the Device Setup Menu by pressing the corresponding F-key. In this example, press <F4>.

EDIT TERMINAL	PREV	F1
1/10	NEXT	F2
XXXXXXXX	SLCT	F3
	EXIT	F4
PREV NEXT PRINT EXIT		

2. Press the F-key corresponding to SLCT to proceed to the next level of editing.

EDIT TERMINAL	PREV	F1
PABX CODE	NEXT	F2
	EDIT	F3
	EXIT	F4
PREV NEXT PRINT EXIT		

3. Edit PABX Code

The "Edit PABX Code" option allows you to assign a one- to four-digit number to the device if such a number is needed for connecting with an outside telephone line.

Press the F-key corresponding to EDIT to display the edit screen. Enter the new PABX number and press <ENTER>.

EDIT TERMINAL	PREV	F1
PABX CODE	NEXT	F2
NEW:	SLCT	F3
	EXIT	F4
PREV NEXT PRINT EXIT		

EDIT TERMINAL	PREV	F1
PABX CODE	NEXT	F2
9	SLCT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

4. The PABX number you entered displays. Press the F-key corresponding to EXIT, and the device will prompt you to save your changes.

EDIT TERMINAL	CNCL	F1
SAVE CHANGES?	OK	F2
		F3
		F4

PREV NEXT PRINT EXIT

5. Press the F-key corresponding to OK to save your changes. Press the F-key corresponding to CNCL to cancel your changes.

EDIT TERMINAL	PREV	F1
1/10	NEXT	F2
XXXXXXXX	SLCT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

6. The OK option returns you to the main Edit Terminal screen. From this screen, you can set up other functions on your POS device.

EDIT TERMINAL	PREV	F1
TERMINAL BEEP	NEXT	F2
OFF	EDIT	F3
	EXIT	F4

PREV NEXT PRINT EXIT

7. Edit Terminal Beep

The "Edit Terminal Beep" option allows you to turn the beep function on or off. In the ON mode, the device will beep when keys are pressed.

The default beep mode is OFF; however, the device will still beep for input errors and responses.

Press the F-key corresponding to EDIT.

EDIT TERMINAL ON F1  
TERMINAL BEEP OFF F2  
OFF F3  
SELECT ON/OFF F4

PREV NEXT PRINT EXIT

8. The device prompts you to select ON or OFF. Select a mode by pressing the corresponding function <F> key.

EDIT TERMINAL PREV F1  
TERMINAL BEEP NEXT F2  
ON EDIT F3  
EXIT F4

PREV NEXT PRINT EXIT

9. The mode you selected displays. Press the F-key corresponding to EXIT, and the device will prompt you to save your changes.

EDIT TERMINAL CNCL F1  
SAVE CHANGES? OK F2  
F3  
F4

PREV NEXT PRINT EXIT

10. Press the F-key corresponding to OK to save your changes. Press the F-key corresponding to CNCL to cancel your changes.

EDIT TERMINAL PREV F1  
1/10 NEXT F2  
XXXXXXX SLCT F3  
EXIT F4

PREV NEXT PRINT EXIT

11. The OK option returns you to the main Edit Terminal screen. From this screen, you can set up other functions on your POS device.